

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Tsuda Surface Technologies

Nevada Management Assistance Partnership

Tsuda Surface Technologies Achieves Iso Certification

Client Profile:

Tsuda Surface Technologies, located in Henderson, Nevada, applies decorative and functional coatings onto plastic injection molded parts. The new company, established in July 2001, employs 21 people in a 56,000 square-foot plant.

Situation:

As a new company, Tsuda Surface Technologies needed to establish itself as a quality manufacturer in the U.S. marketplace. ISO certification is one crucial component to securing contracts with large manufacturing customers that require quality compliance from their suppliers. Tsuda Surface Technologies contacted the Nevada Management Assistance Partnership (MAP), a NIST MEP network affiliate, for help in its pursuit of ISO certification.

Solution:

MAP introduced Tsuda Surface Technologies to one of its partners, e-Prism solutions, which specializes in pursuing ISO certifications with very aggressive implementation schedules and understanding of the complicated processes required for certification. MAP conducted company-wide meetings to promote quality awareness and solicit employee input to create a mission statement, a quality objective, and a quality policy commensurate with the ISO philosophy. Implementation involved the entire staff and required focus and follow-through to insure quality at all levels.

MAP and e-Prism provided guidance and assistance while working closely with the company's management team and employees. Under MAP and e-Prism guidance, Tsuda Surface Technologies formed a kaizen improvement team, trained an internal audit team, conducted the internal audit, and prepared the required quality manual documents, including the record matrix. Tsuda Surface Technologies received its ISO 9001:2000 certification after a qualifying audit by Quality Management Institute (QMI), North America's leading management systems registrar, on August 2, 2002. The company is now a recognized ISO 9001:2000 certified manufacturer.

Results:

Achieved ISO 9001:2000 certification.

Testimonial:

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"The ISO system had made a positive difference in our plant. Tsuda's adoption of international standards will add value to all our business operations and provide our customers an increased sense of confidence in our company."

Christine Crnek, Business Development Manager